

ABSTRAK

**HUBUNGAN PERSEPSI PERILAKU *CARING* PERAWAT
DENGAN KEPUASAN DAN KEPUTUSAN PASIEN AKAN PULANG PAKSA
MENURUT *EXPECTANCY-DISCONFIRMATION THEORY***

Penelitian *Cross Sectional* di RSUD dr. Murjani Sampit

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Pendahuluan: *Caring* merupakan tindakan profesional dalam asuhan keperawatan kepada pasien dengan membina hubungan antara pasien dan perawat, berfokus pada pelayanan, perasaan kasih sayang dan komunikasi. Perilaku *caring* perawat yang baik dapat memberikan kepuasan kepada pasien serta menurunkan keputusan pasien untuk pulang paksa. Tujuan penelitian ini adalah untuk mengetahui hubungan persepsi perilaku *caring* perawat dengan kepuasan dan keputusan pasien akan pulang paksa menurut *expectancy – disconfirmation theory* di RSUD dr. Murjani Sampit 2017. **Metode:** Desain penelitian ini adalah *non – experiment correlational* dengan pendekatan *cross sectional*. Total populasi 118 responden dan didapatkan sampel sebanyak 91 responden yang ditentukan dengan kriteria inklusi. Variabel independen adalah persepsi perilaku *caring* perawat dan variabel dependen adalah kepuasan dan keputusan pasien akan pulang paksa. Instrumen menggunakan kuesioner *Caring Behaviors Inventory* (CBI). Analisis menggunakan uji *Spearman's Rho*. **Hasil:** *Spearman's Rho* menunjukkan terdapat hubungan yang signifikan antara persepsi perilaku *caring* perawat dengan kepuasan pasien ($p=0,000$) dan tidak terdapat hubungan yang signifikan dengan keputusan pasien akan pulang paksa ($p=0,430$). Terdapat hubungan yang signifikan antara kepuasan dengan keputusan pasien akan pulang paksa ($p=0,036$). **Kesimpulan:** Perilaku *caring* perawat yang meliputi *assurance, respectfull, knowledge and skills, dan connectedness* yang sesuai dengan *expectancy – disconfirmation theory* yang dilakukan dengan baik dapat memberikan kepuasan dan menurunkan keputusan pasien akan pulang paksa. Perawat dapat menerapkan persepsi perilaku *caring* yang baik kepada pasien untuk meningkatkan kualitas pelayanan dalam memberikan asuhan keperawatan.

Kata Kunci: perilaku *caring* perawat, kepuasan, keputusan pasien akan pulang paksa

ABSTRACT

**THE CORRELATION OF NURSE CARING BEHAVIOR PERCEPTION
TOWARDS SATISFACTION AND WILL DISCHARGE AGAINST
MEDICAL ADVICE DECISION: EXPECTANCY-DISCONFIRMATION
THEORY**

Cross Sectional Study in dr. Murjani Sampit Hospital

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Introduction: *Caring* is a professional action in nursing care to the patient by fostering the relationship between patient and nurse, focusing on service, feelings of affection and communication. Good *caring* behavior of nurses can provide satisfaction to the patient and decrease the patient's decision that will discharge against medical advice. The purpose of this study was to know the correlation of nurse *caring* behavior perception towards satisfaction and decision that will discharge against medical advice based on expectancy – disconfirmation theory in RSUD dr. Murjani Sampit 2017. **Method:** The study was non-experiment correlational with cross sectional approach. Total population was 118 respondents and obtained 91 respondents who determined by inclusion criteria. The independent variable was nurse *caring* behavior perception and dependent variables were satisfaction and discharge against medical advice decision. The instrument used *Caring* Behaviors Inventory and analyzed by Spearman's Rho. **Results:** Spearman's Rho showed there was significant correlation between nurse *caring* behavior perception towards patient's satisfaction ($p=0.000$) and was not significant correlation of discharge against medical advice decision ($p=0.430$). There was significant correlation between patient's satisfaction towards discharge against medical advice decision ($p=0.036$). **Conclusion:** Nurse *caring* behavior which includes assurance, respectful, knowledge and skills, and connectedness that suitable based on expectancy – disconfirmation theory can provide patient's satisfaction and discharge against medical advice decision. The nurse may apply a good *caring* behavior perception to increase the quality in providing nursing care.

Keywords: nurse *caring* behavior perception, satisfaction, discharge against medical advice